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EXAMINER	
JARRETT, SCOTT L	

ART UNIT	PAPER NUMBER
3623	

MAIL DATE	DELIVERY MODE
11/23/2007	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/065,410	CAVARETTA, MICHAEL	
	Examiner	Art Unit	
	Scott L. Jarrett	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *10 September 2007*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1 and 3-18* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1 and 3-18* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

1. This **Final** Office Action is in response to Applicant's amendments filed September 10, 2007. Applicant's amendments canceled claim 2 and amended claims 1 and 3-18. Currently Claims 1 and 3-18 are pending.

Response to Amendment

2. The 35 U.S.C. 101 rejection of claims 1-9 and 12-18 is withdrawn in response to applicant's amendments to claims 1-9 and 12-18.

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action.

Response to Arguments

3. Applicant's arguments with respect to claims 1 and 3-18 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5. Claims 1, 4-8 and 10-17 are rejected under 35 U.S.C. 103(a) as being obvious over Hayes, Bob, Measuring Customer Satisfaction: Survey Design, Use and Statistical Analysis (1998) in view of Lang, U.S. Patent No. 6,807,518.

The applied reference, Lang, U.S. Patent No. 6,807,518, has a common Assignee with the instant application. Based upon the earlier effective U.S. filing date of the reference, it constitutes prior art only under 35 U.S.C. 102(e). This rejection under 35 U.S.C. 103(a) might be overcome by: (1) a showing under 37 CFR 1.132 that any invention disclosed but not claimed in the reference was derived from the inventor of this application and is thus not an invention "by another"; (2) a showing of a date of invention for the claimed subject matter of the application which corresponds to subject matter disclosed but not claimed in the reference, prior to the effective U.S. filing date of the reference under 37 CFR 1.131; or (3) an oath or declaration under 37 CFR 1.130 stating that the application and reference are currently owned by the same party and that the inventor named in the application is the prior inventor under 35 U.S.C. 104, together with a terminal disclaimer in accordance with 37 CFR 1.321(c). This rejection might also be overcome by showing that the reference is disqualified under 35 U.S.C.

103(c) as prior art in a rejection under 35 U.S.C. 103(a). See MPEP § 706.02(l)(1) and § 706.02(l)(2).

Regarding Claims 1 and 12 Hayes teaches a system and method for constructing a satisfaction prediction model (number, graph, parameter, value, equation, index, generalization, function, etc.) for motor vehicle buyers comprising (Paragraphs 2-4, Page 86; Pages 83-84; Paragraph 3, Page 101; Last Paragraph, Page 116; Pages 118-119):

- presenting a buyer satisfaction survey to at least a portion of a buyer base for one or more motor vehicles (Pages 83-84; Paragraphs 2-3, Page 93; Last Paragraph, Page 114; Paragraph 1, Page 116; Figures 2.6, 6.4);

- the customer satisfaction survey including buyer transaction and warranty data (Last Paragraph, Page 5; Figures 2.6 6.4);

- constructing a satisfaction prediction (generalization, estimation, projection, extrapolation, inferring, generalized, etc.) model (number, function, equation, metric, graph, curve, etc.) for at least one motor vehicle buyer that has not completed the survey based on the aggregate buyer satisfaction (Last Paragraph Page 83, Page 84; Paragraphs 2-4, Page 86; Paragraphs 2-3, Page 93; Paragraph 3, page 101; Paragraphs 3-4, Page 123); and

- utilizing the prediction model to calculate and output a prediction of buyer satisfaction for a motor vehicle (summary scores/indices, generalization of buyers

based on buyer sample; Paragraphs 2-3, Page 93; Last Three Paragraphs, Page 119; Paragraphs 2-3, Page 93; Paragraph 3, Page 101).

While integrating (aggregating, joining) various sources of customer data in order to construct customer models is old and very well known, for example aggregating of motor vehicle customer satisfaction data and warranty data (see at least: Majeske, Automobile Warranty Data Predictive Models For Interpreting Engineering Design and Process Changes; and Yang et al., Two-Dimensional Reliability Modeling From Warranty Data), Hayes does not expressly teach for each buyer that completes the survey joining the buyer's survey response data with the buyer's transaction and warranty claim data to create an aggregate of buyer satisfaction for buyers that completed the survey as claimed.

Lang teaches for each buyer that completes the survey joining the buyer's survey response with the buyers transactional and warranty claim data to create an aggregate of buyer data, including satisfaction data, for a portion of the buyer based that completed the survey (Column 3; Column 4, Lines 19-59; Column 5, Lines 15-27; Figures 1-2) in an analogous art of customer satisfaction modeling/measurement for the purpose of utilizing a plurality of information available and generated to products, specifically motor vehicles, in order to improve the quality of the products based on the analysis of aggregated data (Column 1, Lines 12-27; Column 5, Lines 51-58).

More generally Lang teaches a system and method for collecting, aggregating and analyzing a motor vehicle buyer data comprising:

- presenting a buyer satisfaction survey to at least a portion of a buyer base for one or more motor vehicles (Column 3, Lines 35-38; Column 4, Lines 20-30);

- for each buyer that completes the survey joining the buyer's survey response with the buyers transactional and warranty claim data to create an aggregate of buyer data, including satisfaction data, for a portion of the buyer based that completed the survey (data cube, database; Column 3; Column 4, Lines 19-59; Column 5, Lines 15-27; Figures 1-2); and

- analyzing and constructing models for at least one motor vehicle buyer based on the aggregate buyer data (data analysis, OLAP; Column 4, Lines 60-68; Column 5, Lines 28-44).

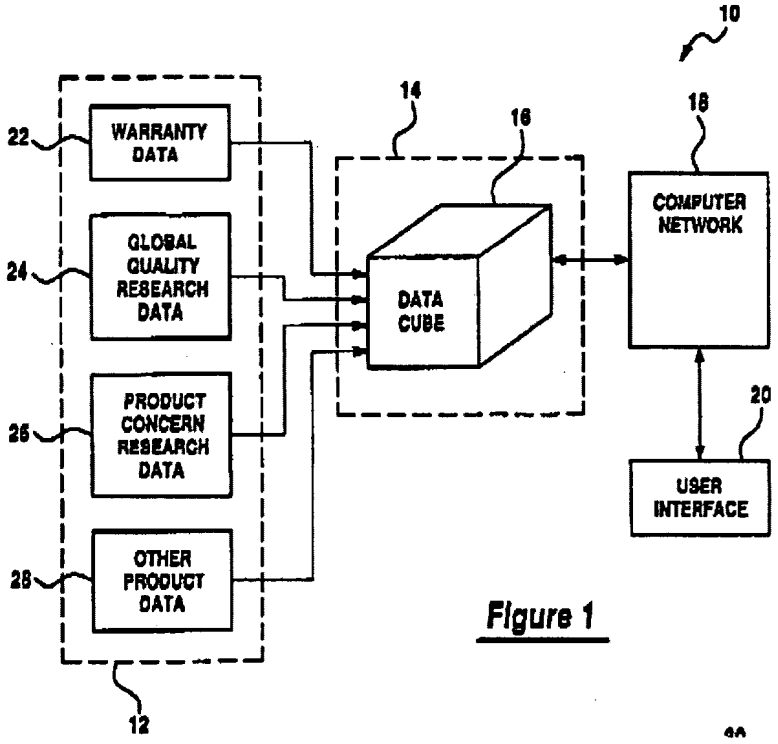

Figure 1

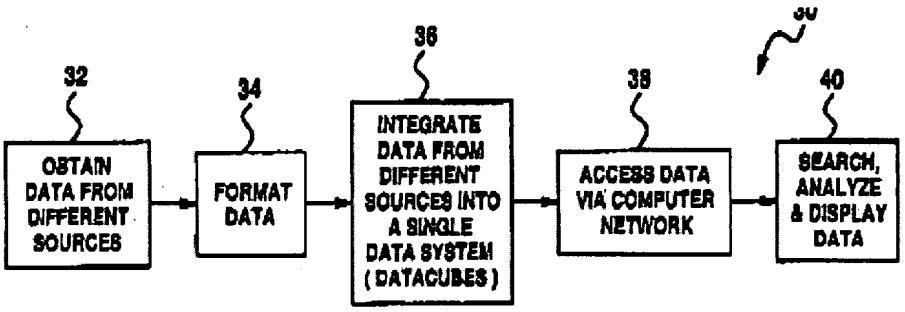

Figure 2

It would have been obvious to one skilled in the art at the time of the invention that the system and method for constructing a satisfaction prediction model for motor vehicle buyers as taught by Hayes would have benefited from joining the buyer's survey response with the buyers transactional and warranty claim data to create an aggregate of buyer data in view of the teachings of Lang; the resultant system/method enabling motor vehicle manufacturers to improve quality through the analysis of a plurality of quality measures from a plurality of data sources (aggregated/integrated data; Lang: Column 1, Lines 12-27; Column 5, Lines 51-58).

Regarding Claims 4-8, 11 and 13-17 Hayes does not expressly teach constructing a satisfaction prediction model wherein the buyer satisfaction prediction model is constructed/implemented using machine learning, decision tree, recursive modeling, neural network or logistic regression as claimed.

Official notice is taken that there exists a plurality of well-known and widely used mathematical, statistical and/or computational approaches/methods/techniques for

analyzing customer data (e.g. customer satisfaction data) including but not limited to predictive modeling/analysis, data mining, machine learning, supervised machine learning, decision tree, decision rules, recursive modeling, logistic regression, artificial intelligence and the like wherein the mathematical, statistical and/or computational approaches/methods/techniques are directly substitutable.

Support for this officially cited fact can be found in at least the following references: Wilpen, Research prospective on neural network forecasting; Majeske, Automobile Warranty Data Predictive Models for Interpreting Engineering Design and Process Changes; Dispensa, Using logistic regression with customer satisfaction data; and Behara et al., Modeling and evaluation service quality measurement using neural networks.

It would have been obvious to one skilled in the art at the time of the invention that the system and method for collecting and analyzing motor vehicle buyer satisfaction data as taught by the combination of Hayes and Lang would have employed any of a plurality of well known mathematical, statistical and/or computational approaches/methods/techniques in view of the teachings of official notice.

Regarding Claim 10 Hayes teaches a system and method for modeling motor vehicle buyer satisfaction comprising:

- receiving input data including survey, purchase and warranty data (Last Paragraph, Page 5; Paragraph 1, Page 28; Pages 83-84; Paragraphs 2-3, Page 93; Last Paragraph, Page 114; Paragraph 1, Page 116; Figure 6.4);

- processing the input data (Last Paragraph Page 83, Page 84; Paragraphs 2-4, Page 86; Paragraphs 2-3, Page 93; Paragraph 3, page 101; Paragraphs 3-4, Page 123); and

- outputting a prediction of motor vehicle buyer satisfaction for a buyer that has not completed a survey based on the processed input data (Paragraphs 2-3, Page 93; Last Three Paragraphs, Page 119; Paragraphs 2-3, Page 93; Paragraph 3, Page 101).

Hayes does not expressly teach that the input data includes warranty *claim* data as claimed.

Lang teaches aggregating and processing survey, purchase and warranty data (Column 2, Lines 57-68; Column 3; Column 4, Lines 19-59; Column 5, Lines 15-27; Figures 1-2) in an analogous art of customer satisfaction modeling/measurement for the purpose of utilizing a plurality of information available and generated to products, specifically motor vehicles, in order to improve the quality of the products based on the analysis of aggregated data (Column 1, Lines 12-27; Column 5, Lines 51-58).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for constructing a satisfaction prediction model for motor

vehicle buyers as taught by Hayes would have benefited from joining the buyer's survey response with the buyers transactional and warranty claim data to create an aggregate of buyer data in view of the teachings of Lang; the resultant system/method enabling motor vehicle manufacturers to improve quality through the analysis of a plurality of quality measures from a plurality of data sources (aggregated/integrated data; Lang: Column 1, Lines 12-27; Column 5, Lines 51-58).

6. Claim 3 is rejected under 35 U.S.C. 103(a) as being unpatentable over Hayes, Bob, Measuring Customer Satisfaction: Survey Design, Use and Statistical Analysis (1998) in view of Lang, U.S. Patent No. 6,807,518 as applied to claim 1 above, and further in view of Gustafsson et al., Measuring and managing the satisfaction-loyalty-performance links at Volvo (2002).

Regarding Claim 3 Hayes does not expressly teach predicting consumer behavior for a *potential* motor vehicle buyer as claimed.

Gustafsson et al. predicting consumer behavior for a potential motor vehicle buyer (Column 2, Last Bullet, Page 252, Column 2, Page 253; Column 2, Paragraph 2, Page 255; Column 2, Paragraph 1, Page 256; Column 2, Paragraph 3, Page 257; Figures 1-4, Table 1) in an analogous art of collecting and analyzing motor vehicle customer satisfaction data for the purposes of understanding the links/drivers between customer satisfaction, loyalty and business performance (Abstract; Column 1, Paragraph 1, Page 258; Figure 1).

Gustafsson et al. further teach constructing a satisfaction prediction model for at least one motor vehicle buyer that has not completed the survey based on aggregate buyer satisfaction data (Column 2, Last Bullet, Page 252, Column 2, Page 253; Column 2, Paragraph 2, Page 255; Column 2, Paragraph 1, Page 256; Column 2, Paragraph 3, Page 257; Figures 1-4, Table 1); predicting buyer satisfaction for a motor vehicle buyer (Column 2, Last Bullet, Page 252, Column 2, Page 253; Column 2, Paragraph 2, Page

255; Column 2, Paragraph 1, Page 256; Column 2, Paragraph 3, Page 257; Figures 1-4, Table 1) and outputting a prediction of motor vehicle buyer satisfaction based on the processed input data (Column 2, Last Bullet, Page 252, Column 2, Page 253; Column 2, Paragraph 2, Page 255; Column 2, Paragraph 1, Page 256; Column 2, Paragraph 3, Page 257; Figures 1-4, Table 1).

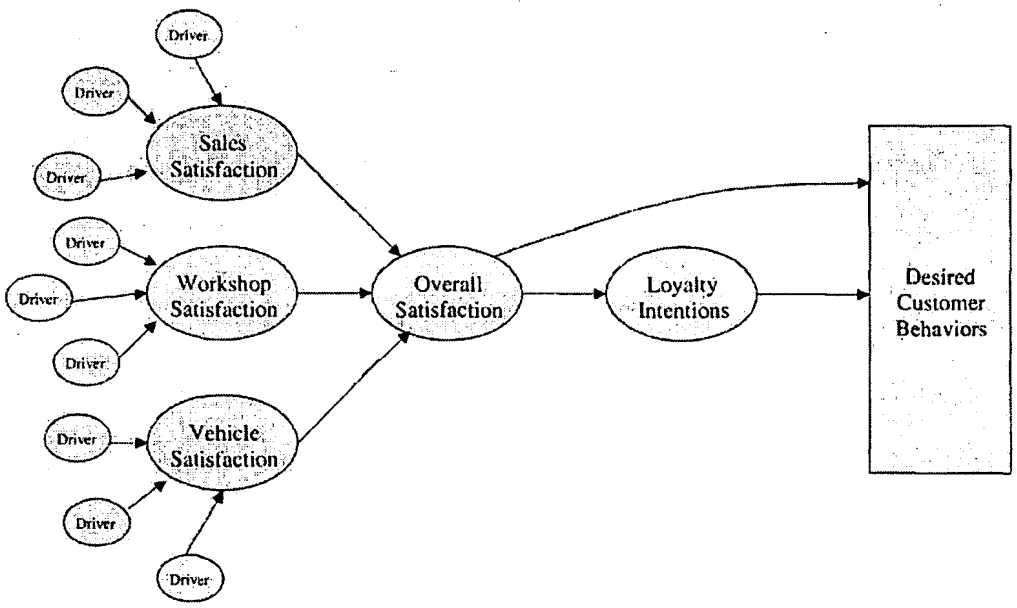

Figure 2 Volvo's framework for integrating quality, satisfaction, loyalty, and profits

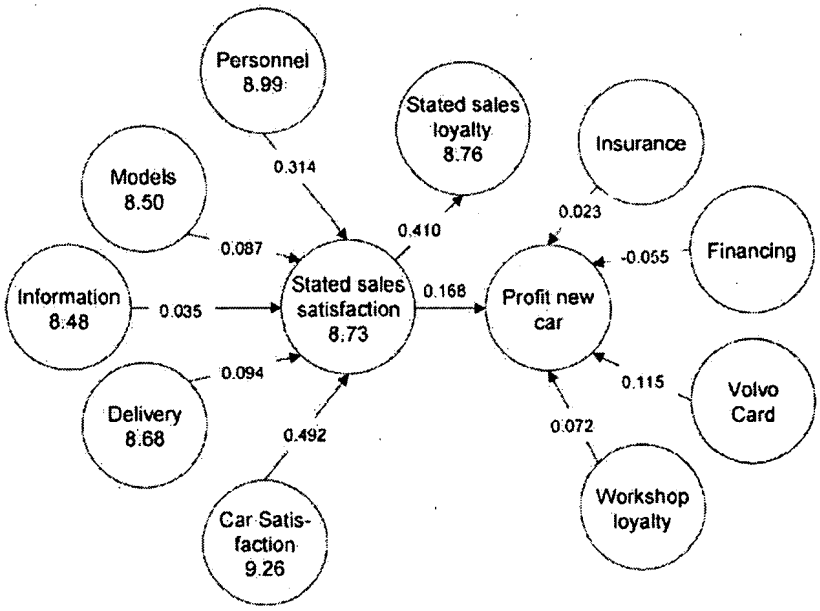

Figure 4 Sales satisfaction model for Volvo dealers

It would have been obvious to one skilled in the art above that the system and method for collecting and analyzing motor vehicle customer satisfaction data as taught by the combination of Hayes and Lang would have benefited from predicting consumer behavior for a potential motor vehicle buyer in view of the teachings of Gustafsson et al.; the resultant system/method enabling businesses to understand the links/drivers between customer satisfaction, loyalty and business performance (Gustafsson et al.: Abstract; Column 1, Paragraph 1, Page 258; Figure 1).

7. Claims 9 and 18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Hayes, Bob, Measuring Customer Satisfaction: Survey Design, Use and Statistical Analysis (1998) in view of Lang, U.S. Patent No. 6,807,518 as applied to claims 1 and 4-18 above, and further in view of Kuntala et al., U.S. Patent Publication No. 20030212691.

Regarding Claims 9 and 18 while factor analysis is old and very well known in quality and/or customer satisfaction surveys Hayes does not expressly teach identifying and ranking a set of independent variables based on the aggregate buyer satisfaction data as claimed.

Kuntala et al. teach identifying and ranking a set of independent variables based on aggregate data (Paragraph 0007, 0089-0090) in an analogous art of predictive modeling/analysis for the purposes of determining the importance of attributes (variables, parameters) of the predictive models (Abstract; Paragraphs 0004-0005, 0024).

Kuntala et al. further teach the well-known utilization of supervised (machine) learning, regression analysis, artificial intelligence, Bayes network analysis and the like to generate predictive models (Paragraphs 0005, 0024, 0033).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for colleting and analyzing motor vehicle buyer data in

order to generate predictive models and satisfaction drivers as taught by the Hayes would have benefited from ranking a set of independent variables in view of the teachings of Kuntala et al.; the resultant system/method enabling users to minimize the amount of data collected and analyzed by identifying the "important attributes" of the predictive model(s) (Paragraphs 004, 0024).

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Sloo, U.S. Patent No. 5,895,450, teach a system and method for constructing a satisfaction prediction model for products/services using well known artificial intelligence and neural network techniques to predict the customer satisfaction of a customer who has not yet purchased/used the product/service based on customer satisfaction information from customers who have purchase/used the product/service.

- Pulliam et al., U.S. Patent No. 6,609,108, teach a system and method for collecting automotive customer satisfaction information.

- Zelek et al., U.S. Patent No. 7,219,068, teach a system and method for collecting and analyzing customer satisfaction data to drive product improvements.

- Stewart et al., U.S. Patent Publication No. 2002/1052,110, teach a market research system and method for conducting and analyzing customer surveys.

- Nakano et al., U.S. Patent Publication No. 2002/0184082, teach a system and method for collecting, analyzing and evaluation customer satisfaction data.

- Vaccarelli et al., U.S. Patent Publication No. 2003/0163380, teach a system and method for collecting, analyzing and measuring customer satisfaction data.

- Armstrong, Forecasting by Extrapolation (1984), teaches the old and very well known using of extrapolation techniques in forecasting/predicting future events/data based on existing/previously collected data.

- Wilpen, Research prospective on neural network forecasting (1994), teach the utilization of machine learning, specifically neural networks, in forecasting for managerial applications.

- Lambert et al., Measuring nonresponse Bias in Customer Service Mail Surveys, teach the old and well-known generalization of survey results from a subset of respondents to extrapolate (predict, estimate, etc.) results for all customers (entire population).

- Majeske, Automobile Warranty Data Predictive Models For Interpreting Engineering Design and Process Changes (1995), teaches a system and method for

constructing a prediction model for motor vehicles based on aggregate data, including vehicle warranty data, using a plurality of well known mathematical/statistical techniques including but not limited to logistic regression (a machine learning method).

- Dispensa, Use logistic regression with customer satisfaction data (1997), teaches a system and method for predicting customer satisfaction for motor vehicle buyers through the use of several well known mathematical/statistical methods/techniques including machine learning, specifically logistic regression ("*logistic regression calculates the probability of each customer being satisfied or not*", emphasis added).

- Watson, Customer Satisfaction, Product Quality, Service Quality and Image (1998), teach a system and method for constructing a customer satisfaction model using customer satisfaction surveys from a subset of product/service customers in order to predict (estimate, model, etc.) the customer satisfaction of all customers (satisfaction index).

- Wengel, Overview: Customer satisfaction research (1998), teach the well known utilization of customer satisfaction measurement tools including surveys wherein surveys are commonly used extrapolate/generalize the customer population based on the survey results from a subset/sample of customers.

- Siskos et al., Measuring Customer Satisfaction Using a Collective Preference Disaggregation Model (1998), teaches a system and method for constructing a predictive customer satisfaction model for buyers/customers.

- Matsatsinis et al., Customer Satisfaction Using Data Mining Techniques (1999) teaches a system and method for constructing a predictive customer satisfaction modeling using well known data mining techniques wherein the model predicts customer satisfaction for customers/buyers that have not completed a survey (i.e. did not respond to survey request).

- Gigoroudis et al., TELOS: a customer satisfaction evaluation software (2000), teaches a system and method for constructing an aggregate customer satisfaction model (function, satisfaction barometer) using a plurality of well known methods/techniques including surveys, regression analysis, expert systems, benchmarking/comparative analysis and aggregate customer data such as warranties/guarantees.

- Mittal et al., Satisfaction, Repurchase Intent and Repurchase Behavior (2001), teaches the well-known utilization of customer satisfaction measurement systems to construct customer satisfaction models, which predict customer behavior.

- Arens, Predicting Dissatisfied Credit Card Customers (2001), teaches a system and method for constructing a satisfaction/dissatisfaction prediction model for customers comprising customer satisfaction surveys, joining customer satisfaction surveys with purchase and other customer data (internal and external), constructing a satisfaction/dissatisfaction model for at least one customer that has not completed the survey based on the aggregated/joined data, predicting customer behavior, and outputting a prediction of customer satisfaction/dissatisfaction.

Arens further teaches that the system/method using a plurality of well known mathematical/statistical techniques including but not limited to neural networks and decision trees.

- Mittal, Attribute performance and customer satisfaction over time (2001), teaches a system and method for constructing a customer satisfaction prediction model for customers (product/service buyers) wherein the model predicts (estimates) customer satisfaction for customers that have not completed a survey based on the survey results from a subset (sample) of buyers - commonly referred to a generalization.

- Graver, Try new data-mining techniques (2002), teach constructing a satisfaction prediction model for product/service buyers wherein the model infers (predicts) customer satisfaction for customers based on the analysis of customer satisfaction survey results using a plurality of well known mathematical/statistical techniques including decision trees, neural networks and regression analysis.

- Yang et al., Two-Dimensional Reliability Modeling From Warranty Data (2002), teaches a system and method for using motor vehicle warranty data "to evaluate reliability, predict warranty claims and costs and assess customer satisfaction."

- Behara et al., Modeling and evaluating service quality measurement using neural networks (2002) teaches a system and method for constructing predictive customer satisfaction models using machine learning/neural networks to generalize customer behavior/satisfaction based.

- Vijayendra et al., Evaluating quality improvement initiatives using customer survey results (2003), teaches the well known measurement and modeling of motor

vehicle buyers/customers satisfaction wherein such efforts are conducted for such reasons as "predicting customer behavior based on customer satisfaction scores", and "Future predictions provide the basis for improvement plans and strategies". More specifically Vihayendra et al. teach

"In addition to customer survey measures, companies should also take into account internal company indicators such as customer complaints/concerns, recalls, returns/replacements, warranty repairs, warranty costs etc. to further expand the knowledge base to reflect the "state" of the organization and therefore better guide and manage the business."; and

"Using customer survey results, companies summarize current and historical trends in product and service quality. For comparative purposes, companies compare their quality levels vis- à- vis their principal competitors in the market, industry averages, and other appropriate benchmarks. In addition to trending the overall measures, the key measures and/or indicators of product and service quality are also reported. The key product and service measures collectively best represent the most important attributes that predict customer satisfaction and quality. The key customer measures are generally identified through statistical analysis of survey data."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Scott Jarrett
Asst. Examiner
November 13, 2007

ROMAIN JEANTY
PRIMARY EXAMINER
Art Unit 3623